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ABSTRACT

In accordance with a long range plan for libraries in Colorado, a committee was appointed to develop the first standards for basic library service in Colorado public libraries. Libraries and their boards may use this document as a workbook for assessing their library and its services, as well as a document to assist in planning for the library's future growth and services. Each standard is followed by a box to be checked if the library is planning for achieving the standard, in progress toward achieving the standard, or has achieved this standard. By marking the appropriate box, libraries can determine areas of greatest achievement as well as areas that need addressing. Standards and guidelines are grouped by legal population service size. The report includes a definition of public library standards, a list of regional library service system contacts, and has standards and guidelines covering the following topics: administration--governance, management, planning, and finance; services and programming; collection; technical; cooperation/resource sharing; personnel; public relations; and facilities. (SWC)

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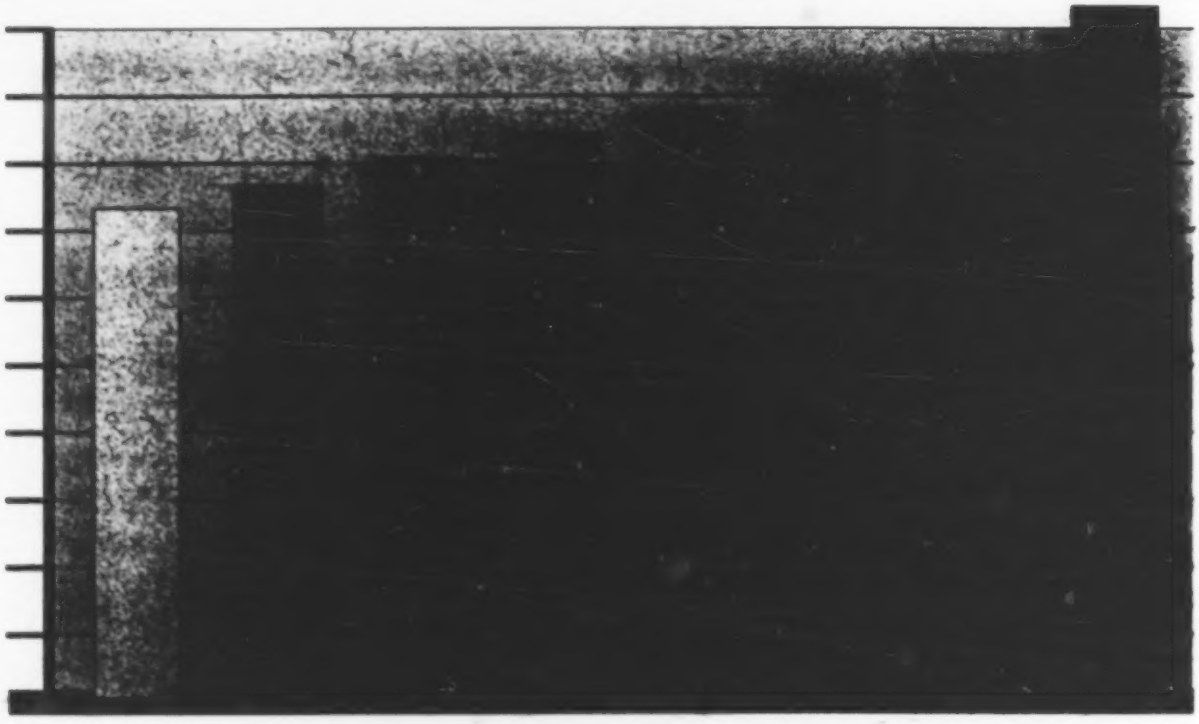
ED 413 916

Public Library Standards for Colorado

1997



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PUBLIC LIBRARY STANDARDS

INTRODUCTION

Standards are minimal expectations that provide focus and direction for action and accountability. They provide a sound basis by which a library can examine its current services and set goals for a better level of service.

Guidelines are suggestions. They provide a pathway beyond minimal expectations to excellence in library service.

Public Library Standards for Colorado replaces *Guidelines for Public Libraries in Colorado* which was issued in 1990. *Strategies 2001: Colorado Libraries in the 21st Century,* the long range plan for libraries developed in 1995 by the Strategic Long Range Plan Committee of the Colorado Council for Library Development states:

> *Appropriate statewide groups develop and disseminate guidelines, standards, plans and laws to provide guidance in planning. (Leadership Strategies, p. 5, no. 2)*

A committee was appointed to develop the first standards for Colorado public libraries. The committee determined that the *2001* charge could best be attained by first defining a basic level of service for public libraries in the state. This is the first definition of basic public library service for Colorado. The purpose of this definition is to assure that public libraries attain the vision of *Strategies 2001* which states:

> *Every person in Colorado has equal and consistent access to information through a seamless web of libraries. These libraries promote and participate in a global network of libraries and information providers. The word 'library' is synonymous with information access, whether people travel there physically or electronically.*

Libraries and their boards may use this document as a workbook for assessing their library and its services, as well as a document to assist in planning for the library's future growth and services. Each standard is followed by a box to be checked if the library is planning for achieving this standard, in progress toward achieving this standard, or has achieved this standard. By marking the appropriate box, libraries can determine areas of greatest achievement as well as areas that need addressing.

Standards and guidelines are included in this document. These are grouped by legal population service size.

STANDARDS = Basic expectations for public libraries

GUIDELINES = Incorporate standards and enhance the services provided by libraries. Public libraries are encouraged to work toward achieving the guidelines once they have met a standard.

Resort communities with seasonal populations exceeding 10,000, may find standards and guidelines for their seasonal population more applicable to service needs than those for their official service population.

DEFINITION OF A PUBLIC LIBRARY IN COLORADO

Every person in Colorado must have equal and consistent access to information and materials. To assure a basic level of service equity, any entity wishing to be defined as a public library in Colorado must meet or exceed the following criteria:

1) Be legally established under Colorado Library Law (CRS 24-90-101 et seq.)

2) Comply with Colorado Library Law (CRS 24-90-101 et seq.), rules and regulations, and any other local, Colorado or federal laws which affect library operations.

3) Provide free access and basic services as defined by written policies governing lending, borrowing and circulation services.

4) Be a member and fully participate in the Colorado Library Card (CLC) program and extend privileges and services to state residents according to the CLC agreement.

5) Adopt the Colorado Interlibrary Loan Code and lend and borrow materials through the statewide interlibrary loan network according to that code.

6) Meet the criteria of the Americans with Disabilities Act (ADA) applicable to libraries.

7) Be a member of its Regional Library Service System and use system services as appropriate.

8) Be open a minimum of 20 hours each week. Some of these hours should be evening and weekend hours to maximize service to the public. Libraries with multiple service outlets should provide at least 20 non duplicated service hours each week.

9) Have paid staff person(s) present during all hours of service.

10) Have a telephone with a dedicated library line and the telephone number listed in the local telephone book.

11) Have a collection budget from local tax funds and collection management plan for purchase of recreational, educational, and informational materials and/or electronic access.

12) Regularly update a reference collection which provides information through either print, non-print or electronic access.

13) Provide at least one public access computer with modem and printer and which provides access to ACLIN and online information catalogs and databases.

I. ADMINISTRATION

Librarians and their governing authorities and/or advisory bodies are leaders with their own constituencies, actively advocating library service and information access.

A. GOVERNANCE

Public libraries in Colorado may be established by a city or county government entity or entities, or as a library district under Colorado Library Law. Statutory cities and counties and library districts must follow the Colorado Library Law. Home rule cities and counties may elect to follow all or portions of the law as included in the city or county ordinance governing the public library. Libraries have different governing structures; the "Library Governing Authority" is used here to refer to the library board or other authority (city or county elected or appointed officials, city manager, etc.) carrying out the responsibilities of a library board as defined in Colorado Revised Statutes 24-90-108 and 24-90-109.

Standards

		Achieved	In Progress	Planned
S-1.	Library Governing Authority meetings with the library director in attendance are held no less than four times a year at a time and in a physically accessible location convenient for the library board and for the community in accordance with the state law on public meetings, including the Colorado Open Meetings ("Sunshine") law, CRS 24-6 401-402.	❑	❑	❑
S-2.	The Library Governing Authority board has written bylaws that outline its purpose and its operational procedures and address conflict-of-interest issues. The bylaws are reviewed within each three year period.	❑	❑	❑
S-3.	Each new board member is given a complete orientation and tour of the library. The orientation includes copies of the Library Governing Authority bylaws, its various policies and any policies of the city or county that apply to all boards and commissions or to the library board specifically, a copy of the Colorado Library Law, and pertinent minutes and information on issues currently being considered by the Library Governing Authority.	❑	❑	❑
S-4.	The Library Governing Authority works with the library director and staff in the study, evaluation, and development of library policies. All library policies are developed and revised in the interest of good service to the public. They are approved by the Library Governing Authority and printed for distribution to board members and library staff. They are available to the general public.	❑	❑	❑
S-5.	The library policies are considered for review within each three year period.	❑	❑	❑
S-6.	The Library Governing Authority selects the library director according to a written job description and local, state and federal regulations.	❑	❑	❑

		Achieved	In Progress	Planned
S-7.	The Library Governing Authority regularly develops performance expectations for the library director. These are developed with the library director, based on the job description for that library's director, and are used annually to appraise the performance of the library director.	❑	❑	❑
S-8.	The Library Governing Authority has adopted the following American Library Association statements: Library Bill of Rights Freedom to Read Statement Freedom to View Statement Trustees Statement of Ethics Professional Ethics Access to Electronic Information, Services, and Networks All available from ALA website @ http://www.ala.org or by calling 800 / 545-2433	❑	❑	❑
S-9.	The Library Governing Authority, working with the library director and staff, has adopted a long range plan (LRP) based on the current statewide strategic plan for library services in Colorado.	❑	❑	❑

Guidelines:

G-1. The Library Governing Authority actively engages in the advocacy for libraries at all levels of government.

G-2. The Library Governing Authority meets with elected officials at least annually to inform them about library services and needs.

G-3. Members of the Library Governing Authority participate in continuing education, such as workshops and library meetings.

G-4. Members of the Library Governing Authority participate in local, regional and/or national library organizations.

B. MANAGEMENT

The Library Governing Authority, director and staff apply sound and generally accepted management practices and standards to the daily operations of the library.

Standards:

S-1.	The library director is responsible for personnel administration including hiring and assigning duties to staff, evaluating staff and dismissing staff members in accordance with Library Governing Authority approved personnel policies.	❑	❑	❑

		Achieved	In Progress	Planned
S-2.	The library director prepares and presents a report to the Library Governing Authority at its regular meetings. This is done at least once annually. Each report should address current library statistical and financial information, reports of specific library programs, needs, problems and successes.	❑	❑	❑
S-3.	The library has procedures for implementing the library policies. These are regularly reviewed in light of changes in library policies, community needs and emerging technologies.	❑	❑	❑
S-4.	The Library Governing Authority adopts emergency plans that ensure the safety of the public and staff as the primary priority.	❑	❑	❑
S-5.	The library submits an annual report to the Colorado Library (CRS 24-90-109 (2)) and a copy to its Regional Library Service System.	❑	❑	❑
S-6.	Contracts and agreements are kept current through review by the library director and Library Governing Authority.	❑	❑	❑

Guidelines:

G-1. The library director informs the Library Governing Authority of pending legislation at the local, state, and national levels that affect libraries.

G-2. The library director is a member of at least one professional organization such as the Colorado Library Association, the Mountain Plains Library Association or the American Library Association. Local Governing Authority is encouraged to support participation in these professional organizations and include membership dues and participation costs as a part of the library's budget.

G-3. The Library Governing Authority has an organizational membership in at least one professional organization such as Colorado Library Association, American Library Trustee Association, etc.

G-4. The Library Governing Authority encourages participation by the library board in continuing education opportunities.

C. PLANNING

Libraries anticipate trends in their service communities and develop and implement plans based on the unique needs of their communities. Completion of these plans contributes to growth and development of the community as a whole as well as to growth and development for individual library users.

Standards

		Achieved	In Progress	Planned
S-1.	The Library Governing Authority adopts a written long range plan. The plan includes a mission statement, goals and measurable objectives which meet the needs of the community and are consistent with the statewide plan for public libraries.	❑	❑	❑
S-2.	The Library Governing Authority and staff review and update the long range plan within each three year period.	❑	❑	❑
S-3.	The Library Governing Authority and staff evaluate the library's performance on the basis of the current statewide plan for public libraries and Public Library standards for Colorado.	❑	❑	❑
S-4.	The Library Governing Authority determines community needs and interests by using tools such as focus groups, community surveys and census data. This community analysis is done within each three year period	❑	❑	❑

Guidelines:

G-1. The library regularly evaluates services using output measure techniques, and statistics provided by the Library Research Service of the Colorado State Library.

D. FINANCE

The Library Governing Authority is to seek and secure sufficient funding from public and private sources, as appropriate and monitor these funds in a way which supports the local service goals expressed in the library's long range plan.

Standards

S-1.	The library is supported primarily by local tax revenues. Grants, donations and other funding sources should be considered supplemental to local tax revenue.	❑	❑	❑
S-2.	The library director and staff develop an annual financial plan/budget based on the library's goals and objectives for approval by the Library Governing Authority.	❑	❑	❑
S-3.	The Library Governing Authority certifies the budget within applicable state law and local government requirements and exercises fiscal authority within legal limits.	❑	❑	❑
S 4.	The Library Governing Authority and administration follow fiscal procedures consistent with state law and local government requirements in preparing, presenting and administering its budget and submitting it for audit.	❑	❑	❑
S-5.	The library is adequately insured against property loss and liability claims.	❑	❑	❑

Guidelines

G-1. The Library Governing Authority and/or the library director presents and explains the library budget to appropriate advisory or ancillary groups.

G-2. The Library Governing Authority and library director are knowledgeable about and able to explain the library's mission, goals and budget.

G-3. The Library Governing Authority and library director attend appropriate budget hearings on the library.

G-4. The Library Governing Authority and director actively seek funding outside normal governmental channels to increase the levels of funding available to implement the library's goals and objectives. This additional funding may be obtained by fund raising activities, gifts, bequests, and special grants from local, state, federal and other sources as appropriate.

II. SERVICES AND PROGRAMMING

Every person in Colorado receives library materials and requested information quickly, provided by a welcoming, knowledgeable staff through user-friendly technology and relevant library collections and resources. Libraries develop programs and services to meet the diverse needs of their individual constituencies. All services in each library entity are accessible to all users.

Standards

		Achieved	In Progress	Planned
S-1.	The Library Governing Authority shall have a policy that emphasizes friendly and effective public service for all segments of the community.	❑	❑	❑
S-2.	The library provides free access and basic services as defined by written policies governing lending, borrowing and circulation.	❑	❑	❑
S-3.	The library has written policies on building use, programming, use of meeting rooms, displays and exhibits, and equipment.	❑	❑	❑
S-4.	Library hours are publicized and include daytime, evening and weekend hours during each week based on community needs.	❑	❑	❑
S-5.	Basic library services are offered during all hours the library is open. Basic services include information services, children, young adult and adult services.	❑	❑	❑
S-6.	The library provides adequate interior signs for public use of collections, the catalog and other services.	❑	❑	❑
S-7.	A photocopy machine is available for public access.	❑	❑	❑

III. COLLECTION

The public library assembles, organizes, presents, and makes easily and readily available to all people a variety of print materials, non-print materials, and electronic access to information. Collections need to be current, well-balanced and dynamic. They must be continually updated to meet the changing needs, tastes and interests of the community. Materials are selected in anticipation of, as well as in response to, requests from library users. Participation in regional and/or statewide cooperative collection development and resource sharing is encouraged to avoid unnecessary duplication. The quality of a library's collection is measured by its turnover rate, in-house use, number of materials per capita and the age of the collection.

Standards:

		Achieved	In Progress	Planned
S-1.	The Library Governing Authority adopts a collection management plan which includes: selection and deselection (weeding) of materials, guidelines for conservation/preservation, procedures for handling requests for reconsideration of materials, procedures for handling gifts and donations, and non-circulating items. This policy encompasses the ethnic and cultural diversity of the entire community as well as the wider world. The library collection contains materials and access to information representing a wide variety of viewpoints.	❑	❑	❑
S-2.	The library director and the Library Governing Authority review the collection management plan within each three year period.	❑	❑	❑
S-3.	The library director and staff develop an annual materials budget as part of the annual library budget.	❑	❑	❑
S-4.	Materials are selected for the library considering at least the following criteria: a. the library's long range plan b. the collection management plan c. strengths and weaknesses of collection d. circulation statistics e. public requests, and f. the library's role in state or regional resource sharing.	❑	❑	❑
	The library uses at least two or more professionally recognized review sources, such as *Booklist* and *Library Journal*.	❑	❑	❑
S-5.	The library reference collection provides print, non-print or electronic access to at least the following: General encyclopedia (not more than three years old) Current unabridged dictionary Current world atlas Current world almanac	❑	❑	❑

Local telephone directory
Local city directory (when one exist)
Municipal and/or county ordinances
Local codes
Index to periodicals
One local newspaper
One metropolitan newspaper
One national newspaper

	Achieved	In Progress	Planned
S-6. The library's collection is continually evaluated on the basis of currency, use, physical condition, outmoded or outdated information, and conformance with the library's collection management plan. The entire collection is evaluated within each three year period.	❑	❑	❑

a. Currency of materials - The library provides an up-to-date collection, measured by the percent of the collection published within the last five years.

Minimum Percentage	Current
Legal service area population under 2,500	10%
Legal service area population 2,500 - 9,999	15%
Legal service area population 10,000 - 24,999	15%
Legal service area population over 25,000	10%

b. Withdrawal of materials - To maintain the quality of its collection the library systematically withdraws materials no longer useful. This is measured by percent of collection withdrawn annually.

Minimum Percentage	Withdrawn
Legal service area population under 2,500	5%
Legal service area population 2,500 - 9,999	5%
Legal service area population 10,000 - 24,999	3%
Legal service area population over 25,000	2%

		Achieved	In Progress	Planned
S-7.	The public library collects federal, state and local government documents that are appropriate to its community.	❑	❑	❑
S-8.	The library director and designated staff annually evaluate new formats and technologies for possible addition to library collections based on a long range plan, a collection management plan, availability of resources locally, and public requests.	❑	❑	❑
S-9.	Orders are placed at regular intervals throughout the year to ensure a steady flow of new materials for the public.	❑	❑	❑
S-10.	The public library has its collection cataloged and organized according to standard cataloging and classification systems and procedures. An automated library's records comply with MARC (Machine Readable Catalog) format and AACR2 (Anglo-American Cataloguing Rules, 2nd edition) standards.	❑	❑	❑
S-11.	The public has access to an automated catalog of print and non-print materials in the library's collection.	❑	❑	❑
S-12.	All users may access all materials, except those materials which are judged by the librarian to be irreplaceable, fragile, or needed in the reference collection for basic information services.	❑	❑	❑

Guidelines

G-1. The Library has a plan for preservation of and access to unique items and local history materials including the local newspaper(s).

G-2. The library provides StateLINC information.

IV. TECHNOLOGY

Libraries play an important role in providing services and basic instruction to users of electronic resources such as CD-Rom technology, internet, electronic databases, etc. Libraries are vital links to resources on the global information network, providing equitable access to information without regard to geographic location or socioeconomic status.

Standards:

S-1.	Every library will provide an automated circulation system and an automated catalog in MARC format.	❑	❑	❑

		Achieved	In Progress	Planned
S-2.	Libraries provide time and resources for all staff to learn to use new equipment and technologies, including the use of new databases, software, etc.	❑	❑	❑
S-3.	Libraries are a partner in the community in planning and implementing electronic resources.	❑	❑	❑
S-4	The library provides public access terminals for electronic resources, including direct access to Internet.	❑	❑	❑
S-5	The library has at least one separate computer for staff use only.	❑	❑	❑

Guidelines:

G-1. Libraries will provide Internet access for appropriate staff.

V. COOPERATION/RESOURCE SHARING

It is the public library's responsibility to work in constructive ways with other libraries and information sources to assure their customers have the best possible access to information and resources. Libraries and library users should request and receive information and materials by the most efficient and cost-effective methods.

Standards

S-1.	The library adopts the Colorado Interlibrary Loan Code and lends and borrows materials through the statewide interlibrary loan network according to that code.	❑	❑	❑
S 2.	The library makes its catalog database available for dial-up access statewide through ACLIN.	❑	❑	❑
S-3.	The library provides document delivery.	❑	❑	❑

Guidelines:

G-1. The public library engages in cooperative activities with other libraries (school, other public, academic, special) to provide a wide range of materials and formats to meet the needs and expectations of its community. The activities may include plan for hours of service, for cooperative collection development and for professional activities and projects.

G-2. The Library Governing Authority has the responsibility to advance cooperation by entering into contracts or agreements with any public or private agency which results in improved services, fulfillment of the long range plan, or the receipt of financial aid in carrying out the functions of the library.

VI. PERSONNEL

The primary function of library staff is to provide quality service to the public. A well-trained and motivated staff that reflects the ethnicity of the community is the most valuable asset of a library. The distribution of library staff positions or functions is determined by the library services, programs, and long range plan.

Standards:

		Achieved	In Progress	Planned
S-1.	Regardless of size, each public library has a paid director who is responsible for the administration of library services. A minimum number of hours is necessary to meet the service needs of the community. The minimum number of hours per week the library director works depends on the size of the service population.	❑	❑	❑

Legal service area population under 2,499	20 Director hrs/week
Legal service area population 2,500 - 9,999	30 Director hrs/week
Legal service area population over 10,000	40 Director hrs/week

S-2.	Library staff members have salaries, hours, and benefits determined by the Library Governing Authority and comparable with other community positions requiring similar educational preparation and job responsibilities.	❑	❑	❑
S-3.	Each library utilizes a human resources manual with current policies, procedures, and job descriptions. This manual is made available to all staff members.	❑	❑	❑
S-4.	Each staff member's performance is appraised annually by the immediate supervisor.	❑	❑	❑
S-5.	Within the first two months of employment, all staff shall receive an orientation to library services and policies.	❑	❑	❑
S-6.	Training and development activities are implemented to maintain highly trained staff.	❑	❑	❑
S-7.	Libraries serving populations over 10,000 have at least one full-time employee with a graduate degree from an ALA-accredited library school. After January 1, 1998, libraries which do not meet this criteria should fill the next open position of Director, Assistant Director, Reference Librarian, Children's Librarian, or other appropriate public service position, with a candidate holding a graduate degree from an ALA accredited library school.	❑	❑	❑

VII. PUBLIC RELATIONS

Public relations is an integral, active, planned, continuous effort to increase the visibility of the library as an essential community resource for education, information and culture, and to promote the availability of the library's materials, services and programs.

Public relations is an effective means of communication with a library's various publics, including community officials who fund libraries and legislators who make laws that affect libraries. Everyone representing the library, including staff, board members, friends groups and volunteers, impacts the public perception of the library.

Standards

		Achieved	In Progress	Planned
S-1.	The Library Governing Authority shall adopt, and make available for the staff and the public, a public relations policy statement which includes library services, programming, printed materials, library displays and exhibits, and statements to the media.	❑	❑	❑
S-2.	Adequate exterior signs including entrance and road signs are provided.	❑	❑	❑
S-3.	One staff member is assigned the primary responsibility for coordinating public relations, regardless of the size of the library.	❑	❑	❑
S-4.	Funds are allocated in the library's budget for public relations activities.	❑	❑	❑
S-5.	The library shall make available staff and board training programs that emphasize and develop positive public relations skills.	❑	❑	❑

Guidelines:

G-1. The library assertively markets and publicizes library services.

G-2. The library encourages and supports staff and board involvement in community organizations and activities. The library staff maintains contacts with the schools (including pre-schools), organizations, businesses and government officials within the library's service area. The library joins the local Chamber of Commerce and/or other service organizations.

G-3. The library maintains good contacts and working relationships with the local media.

G-4. The library cooperates in state and regional efforts to promote library services.

VIII. FACILITIES

Library facilities are designed to meet the needs of the community as determined by the library's long range plan. The facility should allow for flexibility of service, for growth, and for changing priorities in community needs. Buildings that are conveniently and visibly located, accessible to all members of the community, and comfortable, safe, and efficient, invite users to take advantage of library services. They offer a compelling invitation to enter, read, look, listen, learn, and enjoy.

Standards

		Achieved	In Progress	Planned
S-1.	The library provides or has access to adequate space to support staff, collections, services, program needs, and public use. The library evaluates space needs within each three year period using tools such as *Building Blocks for Public Libraries*, ALA 1995.	❑	❑	❑
S-2.	The library building plan addresses the implementation of current and future telecommunications and electronic information technologies.	❑	❑	❑
S-3.	The library facility is adequately secure and provides for safe use by public and the staff.	❑	❑	❑
S-4.	Adequate, well lighted, convenient and safe parking is provided on site for the public and staff.	❑	❑	❑
S-5	Convenient, safe receptacles are provided for materials returns during the hours the library is not open.	❑	❑	❑

Guidelines:

G-1. Long range plan addresses adequate facilities for projected growth in library usage and service population.

G-2. Efficient space utilization is reviewed within each three year period using community analysis, usage patterns, and current published resources.

G-3. For new construction or major remodeling, the professional expertise of a library planner and architect is sought.

Public Library Standards for Colorado

1997

Your REGIONAL LIBRARY SERVICE SYSTEM and the COLORADO STATE LIBRARY have information and expertise to assist your library with these standards. YOU ARE ENCOURAGED TO CONTACT THEM

DONNA JONES MORRIS
ARKANSAS VALLEY RLSS
SUITE 113
635 WEST CORONA AVE
PUEBLO, CO 81004
Phone: (719) 542-2156
1 (800) 748-3933
Fax: (719) 542-3155
Email: dmorris@uscolo.edu

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CENTRAL COLORADO RLSS
4350 WADSWORTH BLVD.
SUITE 340
WHEAT RIDGE, CO 80033-4638
Phone: (303) 422-1150
Fax: (303) 431-9752
Email: gbarhydt@netcom.com

NANCY KNEPEL
HIGH PLAINS RLSS
SUITE 341
800 8TH STREET
GREELEY, CO 80631
Phone: (970) 356-4357
1 (800) 332-7335
Fax: (970) 353-4355
Email: nknepel@csn.net

JOHN CAMPBELL
PATHFINDER RLSS
SUITE-119
1048 INDEPENDENT AVE
GRAND JUNCTION, CO 81505-7132
Phone: (970) 242-2418
1 (800) 332-1511
Fax: (970) 244-2947
Email: john @tripath.colosys.net

JEANNE OWEN
PLAINS & PEAKS RLSS
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COLORADO SPRINGS, CO 80905
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1 (800) 332-7181
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SOUTHWEST RLSS
P.O. DRAWER B
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COLORADO STATE LIBRARY
201 E. COLFAX AVE.
DENVER, CO 80203
Phone: (303) 866-6900
Fax: (303) 866-6940

Colorado State Library & Adult Education Office

201 E. Colfax Ave., #309, Denver, CO 80203

303/866-6900 - Library

303/866-6940 - Fax

http://www.cde.state.co.us/slindex.htm

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